

## Personal Information:

- Name: Ioana Munteanu
- Date of birth: April 15, 1988 (36 years old)
- Phone: 0723 987 654
- Email: ioana.munteanu@email.com
- Address: 45 Unirii Str., Cluj-Napoca, Cluj-Napoca

Professional Objective: Dedicated sales agent with over 10 years of experience in managing and developing customer relations, seeking a position in which to contribute to the sales growth and success of a dynamic company.

## Professional Experience:

### 1. Senior Sales Agent ABC Retail (2015 - present)

- Developing and maintaining relationships with key customers
- Implementing sales and marketing strategies
- Organizing and participating in fairs and exhibitions

### 2. Sales Agent XYZ Distributions (2010-2015)

- Customer portfolio management
- Negotiating and concluding sales contracts
- Monitoring customer satisfaction

### 3. DEF Services Customer Service Representative (2007-2010)

- Customer support and problem resolution
- Handling complaints and feedback
- Creating and updating the customer database

## Education:

- Babes-Bolyai University, Cluj-Napoca, Faculty of Economics (2004 - 2007)
  - Degree in Marketing

## Skills:

- Excellent negotiation and communication skills
- Advanced knowledge of Microsoft Office and CRMs
- Organization and time management skills

Foreign Languages:

- Advanced English
- Medium German